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**BORDER FORCE**

## Session B2 – DIY Digital Customs – Empowering Officers to Build Solutions

Superintendent Matt Rowe, ABF Counsellor Europe

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# The importance of innovation to the ABF

It helps us grow, adapt and stay ahead

Increased staff engagement and retention

Higher productivity and performance

Increased stakeholder satisfaction

Enhanced decision-making and problem solving

# How the ABF has encouraged innovation

Innovation Toolkit

- Resources provided to managers to lead innovation within teams

Innovation Month

- A dedicated month each year focusing on innovation

Awards & Informal Recognition

- Innovation month culminating in informal and formal awards

# ABF Nexus Air Cargo Production Pilot

ABF Nexus for air cargo examinations, a low/no-code approach

Initial discovery phase involved on-site observations

Extensive stakeholder engagement

On-the-ground support model implemented

Outcomes informing transition from pilot to potential national rollout

Quantitative and qualitative feedback positive



# ABF Nexus Air Cargo Production Pilot

## Lessons learned

Early discovery matters

Genuine engagement with end users

Deliver early and iterate often

Plan for integration complexity

Support drives success

# Thank you